## AMENDMENTS TO THE CLAIMS:

Please amend the claims as listed below. The following listing of claims will replace all prior versions, and listings, of claims in the application.

1. (Original) A method for performing a plurality of performance management tasks in a performance management system, the method comprising:

detecting a performance problem in a computer system, wherein the computer system comprises one or more application tiers and a plurality of system components;

identifying a root cause of the performance problem in a particular application tier or particular system component of the one or more application tiers and plurality of system components;

improving the performance of the computer system by implementing a solution to the root cause of the performance problem in the particular application tier or particular system component; and

verifying that the solution to the root cause of the performance problem has improved the performance problem.

2. (Original) The method of claim 1,

wherein detecting the performance problem comprises collecting performance metrics for the one or more application tiers and plurality of system components.

3. (Original) The method of claim 1,

wherein identifying the root cause of the performance problem comprises drilling down into performance metrics collected for the one or more application tiers and plurality of system components.

4.      (Original) The method of claim 1,

>wherein the performance management system is configured to prompt the user to perform the steps of detecting the performance problem, identifying the root cause of the performance problem, improving the performance of the computer system, and verifying that the solution has improved the performance problem.

5.      (Currently Amended) A ~~carrier medium~~ <u>computer-readable storage medium</u> comprising program instructions for performing a plurality of performance management tasks in a performance management system, wherein the program instructions are computer-executable to implement:

>detecting a performance problem in a computer system, wherein the computer system comprises one or more application tiers and a plurality of system components;
>
>identifying a root cause of the performance problem in a particular application tier or particular system component of the one or more application tiers and plurality of system components;
>
>improving the performance of the computer system by implementing a solution to the root cause of the performance problem in the particular application tier or particular system component; and
>
>verifying that the solution to the root cause of the performance problem has improved the performance problem.

6.      (Currently Amended) The ~~carrier medium~~ <u>computer-readable storage medium</u> of claim 5,

wherein detecting the performance problem comprises collecting performance metrics for the one or more application tiers and plurality of system components.

7.    (Currently Amended) The ~~carrier medium~~ computer-readable storage medium of claim 5,

wherein identifying the root cause of the performance problem comprises drilling down into performance metrics collected for the one or more application tiers and plurality of system components.

8.    (Currently Amended) The ~~carrier medium~~ computer-readable storage medium of claim 5,

wherein the performance management system is configured to prompt the user to perform the steps of detecting the performance problem, identifying the root cause of the performance problem, improving the performance of the computer system, and verifying that the solution has improved the performance problem.

9.    (Original) A system for managing performance of a managed computer system, the system comprising:

a performance management system which is configured to collect performance metrics for the managed computer system, wherein the managed computer system comprises one or more application tiers and a plurality of system components; and

a performance warehouse which is coupled to the performance management system and which is configured to store the performance metrics;

wherein the performance management system is configurable to:

detect a performance problem in the managed computer system;

identify a root cause of the performance problem in a particular application tier or particular system component of the one or more application tiers and plurality of system components;

improve the performance of the computer system by implementing a solution to the root cause of the performance problem in the particular application tier or particular system component; and

verify that the solution to the root cause of the performance problem has improved the performance problem.

10. (Original) The system of claim 9,

wherein in detecting the performance problem, the performance management system is configurable to detect a performance problem in the performance metrics collected for the managed computer system and stored in the performance warehouse.

11. (Original) The system of claim 9,

wherein in identifying the root cause of the performance problem, the performance management system is configurable to drill down into the performance metrics collected for the one or more application tiers and plurality of system components and stored in the performance warehouse.

12. (Original) The system of claim 9,

wherein the performance management system is operable to prompt the user to perform the steps of detecting the performance problem, identifying the root cause of the performance problem, improving the performance of the computer system, and verifying that the solution has improved the performance problem.

13.    (Original) A system for performing a plurality of performance management tasks, the system comprising:

> means for detecting a performance problem in a computer system, wherein the computer system comprises one or more application tiers and a plurality of system components;
>
> means for identifying a root cause of the performance problem in a particular application tier or particular system component of the one or more application tiers and plurality of system components;
>
> means for improving the performance of the computer system by implementing a solution to the root cause of the performance problem in the particular application tier or particular system component; and
>
> means for verifying that the solution to the root cause of the performance problem has improved the performance problem.

14.    (Original) A method for managing performance of a managed computer system, the method comprising:

> defining a plurality of exceptions for the managed computer system, wherein the managed computer system comprises a plurality of application tiers;
>
> triggering one or more of the plurality of exceptions in response to performance metrics for the managed computer system, wherein the performance metrics are collected by a performance management system and stored in a performance warehouse; and
>
> automatically generating an exception report comprising performance metrics related to the one or more triggered exceptions.

15.    (Original) The method of claim 14,

> wherein the performance metrics in the exception report comprise performance metrics for at least two of the plurality of application tiers.

16. (Original) The method of claim 14,

wherein the automatically generating the exception report comprises automatically generating the exception report in response to a schedule.

17. (Original) The method of claim 14,

wherein the exception report comprises a heat matrix.

18. (Original) The method of claim 14, further comprising:

drilling down into the exception report to obtain more detailed performance metrics from the performance warehouse.

19. (Currently Amended) A ~~carrier medium~~ computer-readable storage medium comprising program instructions for managing performance of a managed computer system, wherein the program instructions are computer-executable to implement:

defining a plurality of exceptions for the managed computer system, wherein the managed computer system comprises a plurality of application tiers;

triggering one or more of the plurality of exceptions in response to performance metrics for the managed computer system, wherein the performance metrics are collected by a performance management system and stored in a performance warehouse; and

automatically generating an exception report comprising performance metrics related to the one or more triggered exceptions.

20. (Currently Amended) The ~~carrier medium~~ computer-readable storage medium of claim 19,

wherein the performance metrics in the exception report comprise performance metrics for at least two of the plurality of application tiers.

21. (Currently Amended) The ~~carrier medium~~ computer-readable storage medium of claim 19,

wherein the automatically generating the exception report comprises automatically generating the exception report in response to a schedule.

22. (Currently Amended) The ~~carrier medium~~ computer-readable storage medium of claim 19,

wherein the exception report comprises a heat matrix.

23. (Currently Amended) The ~~carrier medium~~ computer-readable storage medium of claim 19, wherein the program instructions are further computer-executable to implement:

drilling down into the exception report to obtain more detailed performance metrics from the performance warehouse.

24. (Original) A system for managing performance of a managed computer system, the system comprising:

a performance management system which is configured to collect performance metrics for the managed computer system, wherein the managed computer system comprises one or more application tiers; and

a performance warehouse which is coupled to the performance management system and which is configured to store the performance metrics;

wherein the performance management system is configurable to:

define a plurality of exceptions for the managed computer system;

trigger one or more of the plurality of exceptions in response to the performance metrics for the managed computer system; and

automatically generate an exception report comprising performance metrics related to the one or more triggered exceptions.

25.     (Original) The system of claim 24,

wherein the performance metrics in the exception report comprise performance metrics for at least two of the plurality of application tiers.

26.     (Original) The system of claim 24,

wherein the automatically generating the exception report comprises automatically generating the exception report in response to a schedule.

27.     (Original) The system of claim 24,

wherein the exception report comprises a heat matrix.

28.     (Original) The system of claim 24, wherein the performance management system is configurable to:

drill down into the exception report to obtain more detailed performance metrics from the performance warehouse.

29.     (Original) A system for managing performance of a managed computer system, the system comprising:

means for defining a plurality of exceptions for the managed computer system, wherein the managed computer system comprises a plurality of application tiers;

means for triggering one or more of the plurality of exceptions in response to performance metrics for the managed computer system, wherein the performance metrics are collected by a performance management system and stored in a performance warehouse; and

means for automatically generating an exception report comprising performance metrics related to the one or more triggered exceptions.